Methods for Managing Quality

READINGS

Methods for Managing Quality

CASE STUDY

Methods for Managing Quality

TQLO INFORMATION GLOSSARY OF TERMS PAR 4, ETC.

Methods for Managing Quality

Instructor Guide

Prepared by:
Naval Leader Training Unit
(NAVLEADTRAU)
Little Creek, Va & Coronado, Ca

Prepared for:
Chief of Naval Education and Training
Pensacola, Fl

October 1997

1. This course, **Methods for Managing Quality**, CIN P-500-0006A, will be implemented throughout the Department of the Navy (DoN). This revision supersedes and replaces the original version of the course, CIN P-500-0006.

2. The mission of this course, **Methods for Managing Quality,** "is to provide knowledge and skills for application of process management and associated tools. Applying these methods will significantly improve the organizations' mission performance and readiness."

3. This DoN course has undergone a major course revision since its last update of June 1994. As part of an ongoing process improvement effort, the course has been revised and updated to meet the evolving needs of the DoN. This course was initially developed by the Navy Personnel Research and Development Center, San Diego, California, as part of the DoN's education and training curriculum in Total Quality Leadership.

4. Reviewed and approved.

                                        R. O. ABSHIER
                                        By direction

Change Record

Number	Description of Change	Entered by	Date

Acknowledgment

The Department of Navy (DoN) course, Methods for Managing Quality, CIN: P-500-0006A, has undergone a major revision which began May 1995. Subject matter experts from Navy Leader Training Units Coronado and Little Creek were instrumental to the completion of this revision.

Special appreciation is extended to OTCM Kurt Kroninger, Laurie O'Leary, and FCCS(SW) Rusty Robinson for their efforts in revision of the Process Management Model and supporting text. Additional mention is due to Deborah Powers for her contribution to developing course graphics.

RMCS(SW) Timothy W. Powers, NLTU Little Creek, Va., served as Course Curriculum Model Manager. OTCM Kurt Kroninger, NLTU Coronado, Ca., served as Course Manager.

Note: This course was edited by the Under Secretary of the Navy, Total Quality Leadership Office, in October 1997 to make the material available for downloading from the Internet

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INFORMATION FOR INSTRUCTORS

1. COURSE MATERIAL LAYOUT

This Instructor Guide contains the information needed to teach this course. The body of the Instructor Guide consists of three parts: Viewgraphs, outline of instruction, and instructor aids.

- **VIEWGRAPHS.** Within the text, each viewgraph precedes the applicable outline of instruction or instructor note.

- **OUTLINE OF INSTRUCTION.** The outline of instruction follows the viewgraph and is the recommended text of course content. While your presentation may differ to meet the needs of varying groups of participants, this information provides the essence and structure for course presentation.

- **INSTRUCTOR AIDS.** Three types of instructor aids are used throughout the text to amplify the instructor narrative and introduce classroom activities:

    - ☞ **INSTRUCTOR NOTE** designates information provided for instructors that helps clarify the outline of instruction, introduce topics or videos, and facilitate discussions.

    > **EXERCISE** provides outlined guidance for conducting participant activities.

    - ✉ **CASE STUDY NOTE.** Introduces material associated with the Case Study which is used to give participants experience with the Process Management Flowchart.

2.   INSTRUCTIONAL MATERIALS

- Instructor Guide text

- Supplemental Materials:

    - ∗ Article: "Eliminating Complexity from Work": Improving Productivity by Enhancing Quality by F. Timothy Fuller.

    - ∗ Case Study: Case Study background, blank forms, and forms completed with data from the Case Study, referenced in the text as CASE-1, CASE-2, etc.

    - ∗ Practicum Guide

- *The Memory Jogger Plus+*

- *The Memory Jogger II*

- Video, "The Abilene Paradox"

- Video, "An Inside Job"

- Process Management Flowchart wall chart

3. INSTRUCTIONAL SPACE, EQUIPMENT, AND SUPPLIES

- A room large enough to comfortably seat the participants in groups of five to seven.

- Overhead or computer-driven projector

- Set of course viewgraphs on transparency or floppy disk

- VHS tape player and monitor

- One chartpack per team, plus one for the instructor

- Supply of index cards or "sticky notes"